Role Profile

Part A - Grade & Structure Information

Job Family Code	**12RT**	**Role Title**	**Principal Transition Consultant**
Grade M9 LMG2	PS12	**Reports to (role title)**	**Service Transition Manager**
		Directorate	**Business Services - Orbis**
JE Band	519-613	**Service**	**IT & Digital**
		Team	**Customer and Partnerships**
		Date Role Profile was created	**Jan-18**

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	This role is the professional lead and expert in the field of ICT Service Transition Management. The role provides advice and consultancy at both a strategic and tactical level to ensure that technical solutions are correctly planned, implemented and managed, and are robust and fit for purpose. The Principal Transition Consultant leads the setup and use of appropriate ITIL and other processes throughout IT&D. The role communicates and applies all aspects of Service Transition Management across IT&D and the partner authorities (and appropriate third parties where relevant). It provides direction and guidance on the development and use of relevant ITIL based controls, strategies, policies, standards and practices and also ensures compliance with those controls, strategies, policies, standards and practices. This role has a strong affinity with and broadly similar skillset to senior technical Project Management and Risk and Compliance professionals and is expert in the processes and governance of technical Change and Release Management. This role is expected to exploit opportunities to make process improvements and use influencing skills to gain support for them. There is a requirement to negotiate and problem solve to select, secure and effectively deploy resources for work packages at the appropriate time and scale with as little waste as possible and to firmly challenge poor design, inappropriate use of technology or incomplete change readiness and to promote and model good practice. There are a range of roles within the multi-functional team led by the Principal Transition Consultant. Collectively the members of the team work with changes to the corporate production environment. This role is accountable for planning and delivering the technical components of releases and solutions, leading technical virtual project teams, assuring and gatekeeping changes and releases and confirming that all quality standards and conditions are met for change readiness prior to release. The wider group also acts in an advisory capacity on technical delivery and standards, supports aspects of practical customer facing activities that typically accompany a release; pump primes any new support requirements; manages and quality assures the documentation, knowledge bases and data relating to IT assets, whether physical or virtual; and directly manages assets and stock.
Work Context	This role is part of Customer and Partnerships within the Orbis IT & Digital Service. This Service provides mission critical operational support, innovative project delivery and dynamic strategic leadership that underpins delivery of the business priorities and service outcomes for the Orbis partner authorities and customers. This group will work with a range of IT&D teams across the service. This role will require some travel across the Orbis geography.
Line management responsibility if applicable	Has line management responsibility for a medium sized team delivering a range of specialist Transition and implementation services and governance/compliance activities
Budget responsibility if applicable	Management of project budgets up to approximately £5m; significant contributory impact on overall IT&D budget and assets.

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Planning & Organising • Plan, organise and control the work of the service area to deliver organisation's objectives. • Develop and implement operational plans and play a key role in the formulation of strategic longer term plans for the area to fit broader functional and council strategy. • Lead major projects and reviews and represent the business area in internal and/or external initiatives to enhance reputation and service delivery. Policy & Compliance • Ensure legal, regulatory and policy compliance of technically complex or high profile schemes/ initiatives. • Formulate and deliver practical strategies, works programmes and service improvement in own area of specialism and monitor and control their implementation. People and Partnerships • Liaise internally and externally at senior levels to establish service requirements and priorities and ensure issues are appropriately represented and acted upon. • Work with a range of agencies and partners to identify and apply cost effective means of delivering improvements to practices within the specialist area and develop new relationships with key stakeholders as appropriate. • May lead and manage a group of staff across a function/service, or as a significant part of a wide function to ensure programmes of work are effectively delivered. Resources • Plan, control and monitor allocation and use of allocated budget/resources/funding effectively to ensure maximum value is delivered. Analysis, Reporting & Documentation • Apply specialist expertise and use judgment to make decisions where solutions are not obvious. • Identify issues and trends that may have an impact in their area of responsibility to enable and ensure that appropriate action is taken. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree or equivalent professional qualification in a relevant specialist area. • May be required to be a member of a professional institute. • Authoritative knowledge of the legislation, principles, practices, and procedures relevant to the role. • Substantial experience working at a senior level in a relevant role • Proven ability to manage budgets and resources. • Proven ability to deliver technically complex programmes of work to deliver agreed outcomes and objectives. • Comprehensive knowledge of computerised business systems. • Excellent verbal and written communication and interpersonal skills with high level negotiation and influencing skills. • Proven ability to work collaboratively with internal and external partners/professionals. • Advanced problem solving and analytical skills with the capacity to devise and implement innovative solutions for strategic change. • Proven ability to assess risks and benefits in a complex environment and respond appropriately. • Clear evidence of political sensitivity and awareness. • Ability to understand, meet and exceed customer expectations. • Excellent leadership skills with substantial experience in motivating, coaching, mentoring and developing staff.
Details of the specific qualifications and/or experience if required for the role in line with the above description	• ITIL (IT Infrastructure Library) qualified to at least Foundation level + relevant Practitioner certification. • Thorough and comprehensive understanding of ITIL concepts and how to apply them • Understanding of effective project management techniques & frameworks (eg PRINCE 2) • Knowledge of resource management, including budgetary control • Strong knowledge of IT service drivers and requirements • Good working knowledge of IT technologies, architecture and design principles • Up-to-date knowledge of industry trends and emerging standards, working with partners/ vendors to understand technology roadmaps. • Recent IT governance experience in a complex organisation, with evidence of successfully designing and implementing controls, strategies, policies, standards and practices • Proven experience of management in an IT environment; building and leading both operational and project teams • Experience of working with Service Transition Management standards.
Role Summary	Roles at this level are substantial management roles involving management of services of a technical or specialist nature and will typically engage with a range of agencies, internal and external partners. They will manage a professionally qualified team to deliver major technical projects and/or regulatory services. They have a key role in regulatory assessment, decision and enforcement and require a high degree of technical or specialist knowledge and expertise which is used to exercise high levels of judgement and decision making in their area within broad parameters and policy guidance. Roles at this level are accountable for the professionalism of technical or regulatory services under their remit.

Reference Number	BM-2018-044